

## METHOD FOR IMPROVING INFORMATION TECHNOLOGY INFRASTRUCTURE

### ABSTRACT

5 A method for improving an information technology (IT) infrastructure for an organizational entity is disclosed. In an exemplary embodiment of the invention, the method includes identifying a customer value proposition for the organizational entity, the customer value proposition reflecting an IT end user's perceived value derived from the use of information technology services. A centralization/consolidation strategy for each of a plurality of infrastructure domains is determined, the centralization/consolidation strategy reflecting the degree of centralization and consolidation to be implemented within the domains. Then, a normalized centralization/consolidation strategy over all of the plurality of infrastructure domains is determined, wherein the normalized centralization/consolidation strategy balances the centralization/consolidation strategies for each of the plurality of infrastructure domains, thereby maximizing the value of the information technology services in accordance with the identified customer value proposition.